



Customer Service Officer

Application Package
April 2024



Customer Service Officer

Full Time
Package from \$65,673 to \$73,499

The Shire of Wickepin is seeking a competent and enthusiastic Customer Service Officer to join our team on a permanent basis.

The position supports the efficient functions of the Finance and Administration Services of the Shire of Wickepin through the provision of frontline customer services, Department of Transport licencing services, and other general administrative support.

The successful candidate will –

- Have sound communication and public relations skills,
- Be competent in the use of Microsoft Word and Excel,
- Hold a current C class driver's licence, and
- Be experienced in a similar role (desirable) or can demonstrate transferable skills.

To be considered for this role you must submit –

- A cover letter outlining your desire for the role and why you feel you would be a successful candidate, and
- A copy of your current resume, inclusive of at least two (2) referees.

An application package is available on the Shire's website (www.wickepin.wa.gov.au) or by contacting Mrs Kellie Bartley on 08 9888 1005.

Applications, clearly marked "**Private and Confidential – Application for Customer Service Officer Position**" can be delivered by –

- Mail to Shire of Wickepin, PO Box 19, Wickepin WA 6370,
- Hand to Shire of Wickepin, 77 Wogolin Road, Wickepin WA 6370, or
- Email to eso@wickepin.wa.gov.au.

Applications must be received by **4:00pm Friday 17 May 2024**.

The Shire of Wickepin is an equal opportunity employer.

Kellie Bartley
Chief Executive Officer
Shire of Wickepin



Customer Service Officer

Position Description

1 Title

- Customer Service Officer

2 Level and Award

- Level 3 – Local Government Industry Award 2020

3 Department – Section

- Finance and Administration Services

4 Location

- Administration Centre

5 Position Summary

- Support the efficient functions of the Finance and Administration Services of the Shire of Wickepin through the provision of frontline customer services, Department of Transport licencing services, and other general administrative support.

6 Key Duties and Responsibilities

6.1 Frontline Customer Services

- Provide consistent, quality and efficient customer service to all customers (telephone, in-person, and electronic).
- Receive general public enquiries and provide information, documents, and statutory forms.
- Receive and reconcile funds received over the front-counter and through the mail, prepare bank deposits, and deposit funds received with the bank.
- Process cat and dog registrations, including maintaining associated registers, and generating renewal notices.
- Process burial and internment applications, including maintaining associated registers, and liaising with funeral directors.
- Process facility hire applications, including maintaining associated registers and the distribution, and collection, of access keys.

6.2 Department of Transport Licencing Services

- Process driver's licence and vehicle renewal applications.
- Process licence plate changes, including maintaining licence plate stock holdings.
- Provide general advice regarding Department of Transport licencing services.
- Oversee Computerised Theory Tests for learner drivers.
- Other Department of Transport licencing services consistent with the level of this position.

6.3 General Administrative Support

- Maintain stationery and other office supplies for the Shire Administration Office.
- Collect, record, distribute, and file incoming mail and emails.
- Prepare, record, and deliver outgoing mail to the mail service supplier.
- Maintain the Shire of Wickepin Key Register and Key Board.
- Receive and reconcile Shire housing rental payments.
- Update Shire social media platforms.
- Maintain and record documentation contained on Shire Public Notice Boards.
- Prepare and tidy Council Chambers in readiness for meetings.
- Any other duties consistent with the level of this position, as required.

7 Relationships

7.1 Reports To

- Deputy Chief Executive Officer

7.2 Direct Reports

- Nil

7.3 Internal Relationships

- Inside employees
- Outside workforce

7.4 External Relationships

- Community groups
- Ratepayers and residents
- Business organisations
- Government departments
- Other local governments

8 Extent of Authority

- Responsible for the completion of regularly occurring tasks with general guidance on a daily basis.

9 Qualifications, Training and Experience

- No formal qualifications required.
- Experience in a similar role is desired.
- Completion of high school certificate, vocational, or tertiary qualifications desirable.
- Current C class driver's licence.
- Recent police clearance.

10 Role Requirements

- Developed typing and word processing skills.
- Developed time management and organisational skills.
- Developed knowledge of the English language, including spelling, grammar and vocabulary.
- Sound communication and public relations skills.
- Sound numeracy knowledge.
- Working knowledge of MS Suite applications (primarily Word and Excel).
- Working knowledge of local government, the local area, and the community.
- Operational knowledge of the IT Vision’s SynergySoft Local Government Software System.
- Commitment to ongoing personal and professional development.

11 Additional Information

- 38-hour working week (8:30am to 5:00pm, Monday to Friday).
- ½ hour lunch break
- Monthly Rostered Day Off, which is to be taken in line with the established roster system.
- Irregular hours outside of normal work hours, paid as overtime, may occur.
- Completion and acknowledgement of required employee induction processes.

12 Agreement

- Employee Name [vacant]
- Employee Signature and Date _____
- Chief Executive Officer Kellie Bartley
- Chief Executive Officer Signature and Date _____

13 Review History

- | | | |
|---------------------|----------------------|-----------|
| • 25 September 2010 | Reviewed and updated | M Hook |
| • 22 August 2017 | Reviewed and updated | M Hook |
| • 27 April 2023 | Reviewed and updated | N Cain |
| • 24 April 2024 | Reviewed and updated | E Clement |



Customer Service Officer

Remuneration Package

Position	Customer Service Officer
Department	Finance and Administration Services
Section	Administration
Position Classification	Level 3 – Local Government Industry Award 2020
Employment Type	Full Time
Location	Wickepin

Package Component, per annum	Without Shire Housing	With Shire Housing
Salary *	\$50,991	\$50,991
Over Award Allowance *	\$4,940	\$4,940
Leave Loading (17.5%)	\$753	\$753
Superannuation (11.0%)	\$6,235	\$6,235
Matching Superannuation (2.0%) **	\$1,133	\$1,133
Vehicle Provision	Not applicable	Not applicable
Rental Subsidy (If housing available)	-	\$7,800
Housing Payment (Own accommodation)	\$400	-
Telephone Allowance	Not applicable	Not applicable
Uniform Allowance	\$600	\$600
Retention Payment	\$500	\$500
Swimming Pool Access	\$120	\$120
Rostered Days Off	1 per month	1 per month
Total	\$65,573	\$73,499

* The package is calculated on a full time wage of 76 hours per fortnight for a full year.

** Employees must make a matching contribution to be eligible.



Customer Service Officer

Application Information

About your application

Applications must include a cover letter and resume, including the phone numbers of two (2) referees, and be submitted in any of the ways stated on the advertisement.

The cover letter should outline your desire for the role and why you feel you would be a successful candidate.

Applications received after the advertised closing date will not be considered in the initial selection process however may be used if no candidate is successful.

Referees and References

It is recommended you advise your referees you have nominated them on your application.

The referees you nominate should be able to comment on your recent work experience.

These referees will be contacted in the event you are the preferred applicant.

Resume

Your resume should provide personal details (e.g., name, address, and contact phone number), relevant work history, education, training courses attended, qualifications, and professional memberships.

Relevant work history should commence with the most recent position you have held, as well as the dates / period of employment.

In the description of history, give a brief summary of the duties and responsibilities for each of the positions.

Qualifications and Other Documents

Certain positions require tertiary qualifications or specific certificates.

It is recommended only copies of qualifications and other document be included with your application so as to avoid loss or damage to the originals.

You may be required to present the originals at a later time.

Further Information

If you require further information in relation to this position, please contact the nominated person included on the advertisement on 08 9888 1005.

Additionally, the Shire website contains information about the district and the communities within it (www.wickepin.wa.gov.au).

Medical Examination

The preferred applicant may be requested to undertake a pre-employment medical, including substance and alcohol screening, which will be covered by the Shire.

Any offer of employment will be conditional upon the applicant being assessed as fit for the proposed employment.

Police Clearance

The preferred applicant will be required to provide a recent National Police Clearance, not more than three (3) months old, which will be covered by the Shire.

Any offer of employment will be conditional upon the applicant being assessed against the Police Clearance.

Eligibility to Work in Australia

The preferred applicant will be required to demonstrate eligibility to work in Australia and will be required to undergo an identity check.

Any offer of employment will be conditional upon the applicant being suitably identified and demonstrating eligibility to work in Australia.

Policies and Procedures

The successful applicant is required to comply with all policies and procedures of the Shire, including policies, practices, standards, specifications, instructions, and procedures.

Additionally, the successful applicant will be required to abide by the Shire's Code of Conduct, as amended from time-to-time.

Workplace Health and Safety

The successful applicant must take appropriate steps during the course of employment to ensure the safety of themselves and others are not compromised.

This includes complying with safety legislation and Shire policies.

Reliance on Qualifications

The successful applicant acknowledges and warrants –

- The Shire has relied on the qualifications and experience set out in the application for employment and related documents, and
- The correctness of all information contained in the application and those documents.

Probation Period

A standard probationary period of three (3) months will apply to this position primarily to give time to assess the incumbent's knowledge of, and suitability to, the role.

Other Conditions of Employment

All other conditions of employment are in accordance with the *Local Government Industry Award 2020*.

Equal Opportunity

The Shire of Wickepin is an equal opportunity employer.